

ENTERPRISE NETWORK SERVICE OPERATIONS CHART

Network Services	Hrs. Operation	Hrs. On-Site Support	Hrs. Outage Monitoring	Response Time
E-mail	24 hrs 7 days	7:30am until 5:30pm 5 days	Exchange Core Servers ONLY - Automated monitoring occurs and problems detected by Enterprise Monitor are reported via pager on a 24/7 hour basis.	Immediate during on-site support hours ONLY. After hours problems are responded to on a 'best effort' basis.
Envision	9 hrs 5 days	6:30am until 4:30pm 5 days	N/A	Immediate during on-site support hours ONLY.
Internet	24 hrs 7 days	6:30am until 4:30pm 5 days	Automated monitoring occurs and problems detected by Enterprise Monitor are reported via pager on a 24/7 hour basis.	Immediate during on-site support hours ONLY. After hours problems are responded to on a 'best effort' basis.
Voice	24 hrs 7 days	6:30am until 4:30pm 5 days	N/A	Less than 60 minutes avg.
WAN	24 hrs 7 days	6:30am until 4:30pm 5 days	Automated monitoring occurs and problems detected by Enterprise Monitor are	Immediate during on-site support hours ONLY. After hours problems are responded to on

			reported via pager on a 24/7 hour basis.	a 'best effort' basis.
Remote Access Servers (CISCO)	24 hrs 7 days	6:30am until 4:30pm 5 days	N/A	Immediate during on-site support hours ONLY. After hours problems are responded to on a 'best effort' basis.
(applicable to IRMO maintained server ONLY)				

For assistance with Network Services call (404) 639-7800 - Beeper
(404)280-8140

Definition:

Hours of Operation - period of time that network services is operational,
i.e., E-mail - 24 hours, 7 days

Hours of On-Site Support - period of time when NTB staff member is on-site,
i.e., E-mail - 7:30am - 5:30pm, Mon-Fri

Hours of Outage Monitoring - automatic notification after hours of
operations when an error occurs, i.e., Enterprise Monitor

Response Time - period of time that can be expected before individual
acknowledges problem, to the customer

EMERGENCY SUPPORT REQUEST PROCEDURES

COMPUTER & HI-TECH MANAGEMENT, INC

Emergency Support Procedures:

During non-duty hours, a CDC customer requiring contractor support should
page a CHM contact at (678)751-9884. The customer shall provide their name,
telephone number, building location, and the nature of the problem to the
CHM contact when he returns the page. The CHM contact will contact an
appropriate staff person and determine a time when the employee will arrive
at the worksite. The CHM contact will then call the CDC customer and
provide the name and expected arrival time. On the next duty day the CHM
will request the approval for overtime.